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This Notice Expires 1 November 1974

PERSONNEL

19 November 1973

INSPECTOR GENERAL'S ROLE IN THE AGENCY'S GRIEVANCE SYSTEM

1. The Agency has had a grievance system in operation for over 21 years, but there are indications that some employees do not fully understand it, particularly the role of the Inspector General in relation to it. The purpose of this notice is to explain how the grievance system works and what may be expected of it.

2. [] defines "grievance" and establishes the procedure for an employee to use to seek a satisfactory resolution of his grievance. If a satisfactory resolution is not achieved within his directorate, he may request a review of his case by the Director of Personnel. If still dissatisfied, he may appeal to the Director of Central Intelligence through the Inspector General. In practice, elements in the chain of command are sometimes by-passed when personal differences complicate the routine handling of a complaint. However, only in exceptional circumstances will the Inspector General accept appeals that have completely by-passed the normal procedural route.

3. Grievances reach the Inspector General in a variety of ways. An employee may telephone (extension []) or stop by the office (Room 2-E-24 Headquarters Building) to arrange for an appointment, or he may forward his grievance in writing to the Inspector General. An overseas employee may communicate directly and confidentially with the Inspector General by dispatch []. Sometimes command elements refer grievance cases to the Inspector General on behalf of employees.

4. An employee's discussions with the Inspector General or his representative on a grievance are privileged and confidential. However, if the grievance requires investigation, there is no way of making the necessary inquiries without revealing the issue and naming the people involved, although certain specific views of the parties can be and are protected from full disclosure. While some employees may have been inhibited in using the grievance procedure by their concern that an appeal might expose them to retaliation by supervisors, the Inspector General has no knowledge that this has ever occurred. This is not to say that it could not have happened, but if it should become known that a supervisor retaliated against an employee as a result of an appeal, the supervisor's action would be subject to prompt and critical review.

5. Some 50 or 60 employees come to the Office of the Inspector General each year for advice, counseling, or discussion of problems only, and do not file formal grievances. The Inspector General's office

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received [REDACTED] formal grievance cases between 1 January 1968 and 31 December 1972. In approximately one-quarter of these the employee did not want an investigation, but merely wanted the grievance a matter of record. In about another quarter the employee was referred to an appropriate office for action on the grievance. In the remainder, roughly half of the total, the grievance had been taken through the regular chain of command, but without satisfactory results; and a review by the Inspector General was requested. A review of the [REDACTED] grievances shows that of the [REDACTED] involving appeals over issues relating to retirement, [REDACTED] were resolved favorably for the employee. Of the [REDACTED] cases involving separation from the Agency, [REDACTED] were decided in favor of the employee. Of the remaining complaints, the Inspector General concluded that [REDACTED] were valid grievances calling for corrective actions, which were taken. The overall record for this five-year period shows that about one-third of the employees who brought their problems to the Inspector General had valid grievances and were satisfied with the actions taken to correct the matters of which they complained.

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6. Grievances involving issues of discrimination in the Agency are the concern of the Director of Equal Employment Opportunity (EEO). Although he is on the Inspector General's staff, in his capacity as the Director of EEO he reports directly to the Director. His deputy, a professional woman officer, is also the Federal Women's Program Coordinator. They direct an affirmative action program designed to upgrade the status of minorities and of women in the Agency. Each directorate has an EEO officer who supervises the affirmative action activities through the EEO representative in each major office-level component. Counselors, at directorate level, are available for handling any EEO grievances.

FOR THE DIRECTOR OF CENTRAL INTELLIGENCE:

HAROLD L. BROWMAN
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for
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